Claims

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I claim:

- 1. A method of providing automated reservations comprising the steps of:
- authenticating a user utilizing one or more forms of identification data to access an awards account; acquiring itinerary data from said user; querying an itinerary database with said itinerary data;
- providing to said user a plurality of itineraries; allowing a user to select an itinerary from said plurality of itineraries;
 - querying an awards database to determine if said user
 has sufficient awards in said awards account for
 said selected itinerary; and
 acquiring payment information from said user for said
- A method of providing automated reservations according
 to Claim 1, further including the step of:
 confirming said selected itinerary.

selected itinerary.

3. A method of providing automated reservations according to Claim 1, further including the steps of:

placing said selected itinerary on hold; and
providing said user a reference number indicative of
 said itinerary.

- 4. A method of providing automated reservations according to Claim 1 wherein said user interacts with said automated reservations system utilizing vocal responses.
- 5. A method of providing automated reservations according 10 to Claim 1, further including the step of: assigning seats to said user for said selected itinerary.
- A method of providing automated reservations according
 to Claim 1, wherein said user is transferred to an operator upon request.
- 7. A method of providing automated reservations according to Claim 1, wherein said itinerary data includes one or 20 more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

- 8. A method of providing automated reservations according to Claim 1, wherein said identification data is biometric data.
- 9. A method of providing automated reservations according to Claim 8, wherein said identification data is voice data.

10. A method of providing automated reservations according

- to Claim 1, wherein said identification data is at least

 10 one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.
- 15 11. A method of providing automated reservations according to Claim 1, wherein said awards database is a look-up table.